

### **I. Improve the efficiency and accountability of management within the organization**

In previous reports, I indicated that we would be working on the agency's strategic plan and the vision for our future. The time has come to begin that process.

As we plan for our future, it is important that SCAG gather information about its intellectual assets, as this agency's human resources are vitally important to the ultimate success of SCAG. One proven strategy for gathering this information is an organizational survey. An organizational survey taps the wisdom of individuals at all levels in the organization to identify possibilities and certain problems that may not have previously been considered.

This month we will begin conducting an organizational survey with the assistance of a consulting firm, Win-Win Workplace Solutions.

More specifically, a series of individual interviews with a representative, cross-sectional sample of Regional Council members and staff will be conducted in confidential settings by Win-Win's consultants. These structured interviews will offer SCAG Regional Council and staff the opportunity to provide input and help shape SCAG's strategic agenda. The anonymous "voices" captured in this survey will be used by the organization as part catalyst and part compass for defining the future direction for SCAG.

While many of you may have participated in a similar interview or survey process with SCAG or another employer, I want to stress that these interviews are an important part of the process for moving forward and I encourage you to participate in the process.

Due to time constraints, it is not possible for us to conduct interviews with each and every Regional Council member and staff. However, if you are not available to participate in the formal interview process, you will have an opportunity to anonymously submit your answers to the same survey questions electronically to Win-Win after the formal Regional Council and staff interviews have been completed. In mid-September, we will share the results of the survey with you and detail how this information will be used to help shape the future of SCAG. Ultimately, these surveys will be used to develop SCAG's business plan.

I requested that Win-Win be available at the retreat in Lake Arrowhead to conduct as many interviews as possible. Please talk to them if you are interested.

We anticipate engaging many of you in the strategic planning process during the summer to help us design and implement innovations and changes that will allow SCAG to effectively continue leading the way for a future that ensures the highest quality of life for all of Southern California.